

THE EMPLOYEE SOURCE

www.miamidade.gov

Delivering Excellence Every Day



Sit back, relax and go online to take care of business – benefits business that is! The 2007 open enrollment period starts October 30 and runs through November 30. From your office, home or just about anywhere, go online to select the benefit plans that best suit your needs. It's safe, secure and convenient.



2007 Online Benefits Open Enrollment period begins soon Your benefits at your fingertips

Aside from salary, there is nothing more important to employees than their benefits. This year, Miami-Dade County employees will once again have the opportunity to go online to review and select the benefit plans that best suit their needs for 2007. The open enrollment period begins on October 30 and runs through November 30.

Among the many benefits employees have to choose from are five different medical plans: CIGNA HealthCare POS, AvMed HMO, Humana HMO, JMH Health Plan HMO and VISTA HMO, as well as three dental plans and a vision plan. Affordable access to an attorney for covered services is also available through the Group Legal Services Plan. Health care and dependent care flexible spending accounts provide you with valuable tax saving opportunities.

"As County employees, we are fortunate to have excellent benefits to choose from. I encourage all employees to look carefully at all the plans and select the ones that best fit their needs and those of their families," said **County Manager George M. Burgess**.

One thing you will want to look closely at: short-term and long-term disability insurance. The benefits have been enhanced and you will have options about the level of coverage to select. The program is guaranteed issue for anyone wishing to enroll; that is, you will not be required to submit evidence of insurability.

All the information you need, including provider directories and the Benefits Handbook, will be available online, 24/7, beginning on October 30. That means you can submit all your benefit changes when it is convenient for you from any computer with Internet access be it at work, home or your local public library.

"The online enrollment process is secure and convenient," said **Wendi Norris, Director of the General Services Administration**. "Employees should look for further details as the Open Enrollment period approaches and take advantage of regional meetings that will be held at locations throughout the County."

County employees honored for delivering excellence



Bacallao Award nominees are recognized by members of the Miami-Dade Board of County Commissioners. This award goes to a veteran employee who, in addition to job performance, has a record of volunteerism in the community. See Page 3 for the winner and details on all the Employee of the Year Program awardees.

The 2006 United Way Campaign is here!



County Manager George M. Burgess is challenging employees to achieve 100% participation in giving to United Way this year.

In one way or another, half of all County employees gave to United Way last year. Whether it was through making a pledge or volunteering time, the Miami-Dade County family hit a record high and contributed more than \$1.8 million to the cause. It was the largest campaign in the history of our partnership with United Way and this year we hope to make history again by raising \$2 million.

"I want to increase the level of contribution to leadership giving and create awareness of what United Way is doing in the community," said **County Manager George M. Burgess**. "The County's campaign gets better every year. By working together and making sure each one of our more than 30,000 employees is involved I am confident that we can meet our goal."

This year's campaign kicked-off on September 5 in the lobby of the Stephen P. Clark Center and featured the sale of food prepared by employees from different County departments, entertainment by the Miami HEAT Xtreme Team and

several United Way agencies showcasing their services so employees could see first-hand how their contributions make a difference. The event raised \$2,000 and that's only the beginning. Several County departments are holding special events and raffles to benefit United Way through October 20.

Please do not forget to complete your pledge card and turn it in to your United Way department coordinator. By doing so, you can help take care of what matters in our community.

For more information about United Way activities, to schedule an agency visit or to request a special guest speaker to make a presentation to your department, go online to www.miamidade.gov/unitedway or call **Damarys Isler at 305.375.1731**.



United Way Coordinator Damarys Isler is helping lead Miami-Dade County's 2006 campaign. The goal is to raise \$2 million.

Three "MYTHS" about United Way

MYTH #1: Only a small amount of each dollar goes to those in need.

FACT: Every dollar invested in United Way turns into a dollar value of \$1.65. Through in-kind efforts and matching grants, United Way is able to increase your donation by more than 50%.

MYTH #2: United Way keeps the money for themselves.

FACT: Only 11.6% of dollars donated go to administrative fees. The state average is 25% and the national average is 34-35%.

MYTH #3: I've never been asked before.

FACT: You are being asked now, "Will you give to the United Way?" There's no excuse!



County executives take time out from their day-to-day responsibilities to participate in classroom exercises during a training workshop facilitated by Harvard University.

Employee development starts at the top

By Reinaldo Valdés

It was an opportunity for 50 of our senior executives to settle into a classroom and become students again. Top-level County employees attended a special training workshop at the Biltmore Hotel in Coral Gables facilitated by renowned professor Robert D. Behn of Harvard University's JFK School of Government.

The four day seminar addressed the topic of *Driving Government Performance: Leadership Strategies that Produce Results*, and participants overwhelmingly enjoyed the experience.

"I enjoyed the camaraderie with other department directors that I normally wouldn't have the opportunity to meet," said **Citizens' Independent Transportation Trust Director Nan Markowitz**.

"I thought it was a good adjunct to the system the County has in place and a reminder of how important it is to fine-tune one's own leadership/management tools - regardless of how many years one has served in a leadership role."

Having an effective development program like this one is vital to providing a path for future County leaders and this first-of-its-kind senior executive employee development program was only the start.

The **Employee Relations Department (ERD)** coordinated the workshop and has added two more sessions which are scheduled for November 12-15 and December 10-13, giving additional staff the opportunity to attend.

Understanding the need for the ongoing development of all employees, the County is exploring more opportunities with other local educational institutions. In addition, **ERD's Career Development Division** is putting together new curriculum to address the educational and professional development needs of employees.

For the County to deliver excellence every day employees need to continually learn and improve. That's an important lesson everyone can learn!

Miami-Dade County employees win big money for smart thinking

Above and Beyond was the theme of the **2006 Employee Suggestion Program (ESP) Manager's Grand Award Ceremony** and it was the perfect phrase to define what this year's winners have done. By going above and beyond the call of duty they not only helped save the County more than \$500,000, but they also took home cash awards and a tremendous sense of pride for their accomplishments.

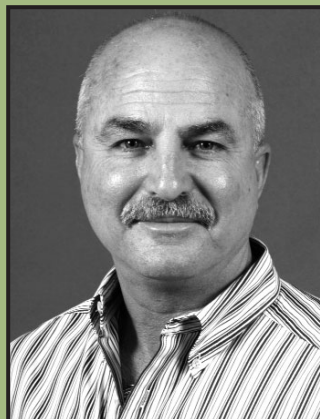
Last year, the **Employee Relations Department's ESP Unit** received 39 suggestions with ideas ranging from process improvements to new inventions. The suggestions were screened by a panel of experts from different departments which then interviewed the employees with the top 16 ideas. Those with the top six suggestions, including three tangible and three intangible ideas, went on to be interviewed by the Employee Suggestion Committee.

Animal Services Director, Sara Pizano, D.V.M., served as a member of that committee and took her role as a judge very seriously. "I was impressed by the thought and innovation of each of the projects. It was fascinating to see what creative ways employees came up with to save money and time," she said.

After all the successful suggestions were recognized and employees received their cash awards (from \$50 to \$5,000), candidates began competing in stage two of the competition - **The Manager's Grand Award** which includes additional cash prizes and the opportunity to be honored during a special luncheon.

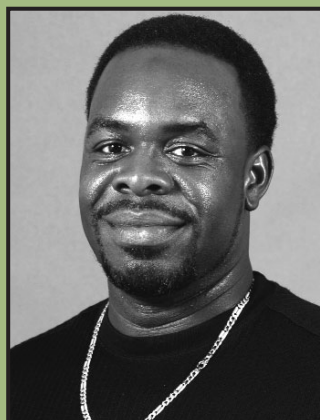
At the ceremony on July 11, **County Manager George M. Burgess** presented the top six finishers with their plaques and prizes. It was a proud day for all the employees who contributed suggestions and a fine example of how each of us can *deliver excellence every day*.

For a complete list of winners, visit www.miamidade.gov/esp.



Manager's Grand Award Winner – \$5,000

Mark Harris, Water & Sewer Department, Plant Maintenance Division, won the Manager's Grand Award for his Modification of the Belt Feeder Assembly on Lime Slakers. This redesign has enhanced operation safety, ensured safe and quality drinking water for the public and has reduced maintenance costs by \$41,899 per year.



1st Runner-Up – \$2,500

Tyrone Mack, Water & Sewer Department, Utilities Development Division, was named 1st Runner-up for suggesting a more accurate method of locating conveyed water system services. By installing copper or bronze terminals, signals are strengthened and it becomes easier to locate the service area. Using **Mack's** method, the department has been able to save time and prevent costly breaks and repairs. First year savings of more than \$16,000 have been documented as a result of implementing **Mack's** Trace Wire Connection for Poly Pipe Services.

The best of the best: County bestows high honors on exceptional employees

The **Miami-Dade Employee of the Year Program** recognizes employees who have displayed exemplary performance while on the job or through their volunteer efforts in the community. The awards acknowledge employees in five different categories:

Bacallao Award

Named after the late Jose Bacallao, an exemplary employee who worked in the County Manager's Office, this category recognizes an employee with at least 20 years of service and a high degree of volunteerism.

Winner: Janelle Hall, Corrections and Rehabilitation Department

First Runner-Up: Steven Bobes, Consumer Services Department

Honorable Mention: Ermine Brookes, Department of Solid Waste Management

Honorable Mention: Elisa McCord, Department of Human Services

Constituent Support Category

This category recognizes employees who work for a County official. Nominees may have distinguished themselves through creativity, innovation, exemplary service, volunteerism or deeds that demonstrate a commitment to public service and the community.

Winner: Claudette Freeman, Director of Social and Economic Services, District 3, Commissioner Audrey M. Edmonson

Runner-Up: Javier Marques, Chief of Staff, District 11, Office of the Chair, Commissioner Joe A. Martinez

Honorable Mention: Rolando (Roly) Marante, Chief of Staff, District 6, Commissioner Rebeca Sosa

Customer Service Category

This category is for employees involved in providing customer service on a daily basis. They provide information and linkages to County services or direct services to residents.

Winner: Barbara Penrod, Park and Recreation Department

Runner-Up: Tiffany Amrich, Department of Human Services

Honorable Mention: Joe T. Jones, Office of Community and Economic Development

Logistical Support Category

This honor recognizes the behind-the-scenes employee whose contribution makes the whole picture come together. They rarely have contact with the public and rarely receive public credit for the important work they do.

Winner: Latavea Johnson-Cobb, Department of Human Services

Runner-Up: Esmeralda Nieves, Finance Department

Honorable Mention: William J. (Bill) Collins, Employee Relations Department

Public Safety Category

This category is for sworn personnel in the Police, Fire and Corrections and Rehabilitation departments who are protecting the safety of our residents and quality of our neighborhoods.

Winner: Officer Anthony Wilson, Miami-Dade Police Department

First Runner-Up: Angel Otero, Corrections and Rehabilitation Department

Honorable Mention: Lt. Roman Bas, Miami-Dade Fire Rescue Department

Congratulations to all the winners!

Movers & Shakers



Assistant County Manager appointed

Roger Carlton has been appointed to **Assistant County Manager** and will oversee Solid Waste, Team Metro, DERM, GSA, Water and Sewer, the Office of ADA Coordination and Consumer Services.



Port of Miami welcomes new Director

Former Assistant County Manager **Bill Johnson** has been appointed as **Acting Director of the Port of Miami**.



Executive Director named

Longtime County employee **J.A. (Tony) Ojeda** was named the new **Executive Director of the International Trade Consortium**.



New Assistant Aviation Director

Twenty-three year veteran of County government **Lauren Stover** was recently named **Assistant Aviation Director for Security and Communications**. Stover will oversee all communication responsibilities and management of airport security.



First woman named to State Financing Commission

Lidia Monzón-Aguirre, Director of the Finance Department's **Bond Administration Division**, was elected as chair of the Sunshine State Governmental Financing Commission.



GIC Director named

County Manager George M. Burgess has created the Miami-Dade Government Information Center (GIC) by combining the responsibilities of the web portal and the 3-1-1 Answer Center. Former Chief Information Officer (CIO), **Judi Zito**, has been appointed **Director of the GIC** and the roles of the **Chief Information Officer and Director of the Enterprise Technology Department** have been combined. Current **ETSD Director Donald Fleming** will continue his role and is now charged with the responsibilities of the CIO.



New Leadership at Miami-Dade Housing Agency

Cynthia W. Curry, Senior Advisor to the County Manager, is leading the team of County administrators who are on loan to the **Miami-Dade Housing Agency** as part of the **Management Assistance Team** appointed

by **County Manager George M. Burgess** earlier this year. The team has been tasked by the County Manager to put the County's housing programs back on track following changes in the top management of the department.



Procurement Management team wins coveted national award

Miriam Singer, Director of the Department of Procurement Management, and her talented team have received the **PARETO Award of Excellence in Public Purchasing** from the **National Institute of**

Governmental Purchasing. Miami-Dade is the only County in the nation that has ever qualified to receive this award, which is the most significant professional recognition for outstanding accomplishment in public procurement and the most prestigious form of peer recognition.



Carlos Alvarez
Mayor

Board of County Commissioners

Joe A. Martinez, Chairman
Dennis C. Moss, Vice Chairman

Barbara J. JordanDistrict 1
Dorrian D. RolleDistrict 2
Audrey M. EdmonsonDistrict 3
Sally A. HeymanDistrict 4
Bruno A. BarreiroDistrict 5
Rebeca SosaDistrict 6
Carlos A. GimenezDistrict 7
Katy SorensonDistrict 8
Dennis C. MossDistrict 9
Sen. Javier D. SoutoDistrict 10
Joe A. MartinezDistrict 11
José "Pepe" DiazDistrict 12
Natacha SeijasDistrict 13

Harvey Ruvin
Clerk of Courts
George M. Burgess
County Manager
Murray A. Greenberg
County Attorney

Published Quarterly by the Miami-Dade County Communications Department

Fall 2006, Vol. 2, No. 7

Director

Paula J. Musto

Editors

Leila Khalil

Contributors

Reinaldo Valdes
Sara Vallazza

Photography

Ryan Halloway
Benjamin Thacker

Design/Layout

Franklin Güemes
Karla Echeverria

Departments in the news

County employee nationally recognized

Kathie Roberts from the **Consumer Services Department** was selected as the **2006 National Winner** by the **National Association of Extension 4-H Agents**. Roberts received this honor for her interactive teaching exhibition, **Garden Friends: Good Bugs-Bad Bugs**.

3-1-1 wins national award

The **3-1-1 Answer Center** won the **2006 Government Customer Support Excellence Award** which showcases the best in government customer service, teamwork, technical excellence, customer focus and overall excellence.

Miami-Dade TV has moved

Adjust your remote control - the County's award-winning government television station, **Miami-Dade TV**, has moved to **Comcast Cable Channel 76**.

County chosen among best for IT jobs

Computer World magazine rated the County among the best 100 places to work in the Information Technology field.

NACo Winners

- The **Ethics Commission** received a NACo award for **Candidate Ethics Forums** for hosting nine forums during the 2004-2005 election cycle.
- Team Metro** wins two NACOs for Community Service - Team Metro Cares won for assisting in hurricane recovery efforts as well as for creating the Mobile Care Unit which surveyed hurricane damage in trailer parks. The Team Metro New Beginnings Program also won for providing transitional services to homeless individuals, empowering them to enter/reenter the workforce.
- The **Building Department** was recognized for their **Design Professionals Day: Interactive Plan Reviews Expedite Program**. This innovative program delivers an expedited permit issuance service without compromising the quality and code enforcement responsibilities of the Building Department.

Top building executive receives honors

Building Code Compliance Chief and Acting Deputy Director Michael Goolsby was voted **Building Official of the Year** by the South Florida Chapter of the Building Officials Association of Florida.

Tidbits



MAKING STRIDES Against Breast Cancer®



Get on your sneakers!

Join the team and walk against breast cancer during the **American Cancer Society's Making Strides 5K Walk on Saturday, October 7, at Bayfront Park**. Special thanks to the Board of County Commissioners who donated \$33,000! For more information, contact **Catherine Minnis** at **305.437.5494**, your department liaison, or visit **www.cancer.org/stridesonline**.

Get cash for your guns

The **Miami-Dade Police Department**, **Crime Stoppers**, **The Miami Herald** and the **Injury Free Coalition for Kids** is sponsoring the **2006 Safe School Days Gun Buy Back/Gunlock Give Away** event on **Saturday, November 4, from 9:00 a.m. - 1:00 p.m.** Turn in a gun at one of the following locations and receive a \$50 Publix or merchandise voucher for each gun:

- Dolphin Stadium 2269 N.W. 199 St.**
- NFL/YET Center 7090 N.W. 22 Ave.**
- Tropical Park 7900 S.W. 40 St.**
- Goulds Park 11350 S.W. 216 St.**

The Gun Buy Back/Gunlock Give Away operates under strict guidelines and supervision to ensure the orderly and safe return of unwanted and unlicensed firearms. During the program there is amnesty from prosecution for offenses relating to the possession or carrying of firearms that are in the process of being surrendered to police. **NO QUESTIONS ASKED.** Call **305.471.3319** for more information.

